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0000169046

ARIZONA CORPORATION COMMISSION

RECEIVED

April 21, 2016

2016 APR 22 A 10: 35

To: Docket Control

AZ CORP COMMISSION
DOCKET CONTROL

RE: Truxton Canyon Water Company, Inc. – Customer Comments

Docket No. W-02168A-15-0369

Please docket the attached _____ 8 _____ customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

APR 22 2016

DOCKETED BY	
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Arizona Corporation Commission

Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/20/2016
Opinion Number: 2016 - 130203	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/20/2016 1:59 PM	

First Name: Vicki	Last Name: Hoag	Account Name: Vicki Hoag
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	Work: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc	Division: Water
Rick Neal	Phone: <<< REDACTED >>> Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: W-02168A-15-0369

Docket Position: Neutral

It appears that in typing up the documents relating to the ATF Surcharge Rate the ACC Staff has confused "Valle Vista Property Owners Association" with "Valle Vista Customers". VVPOA IS a customer of TCWC, as are the residents who live in Valle Vista. Of the approximately 955 TCWC customers, approximately 809 of those live in Valle Vista. VVPOA is a SEPARATE customer. Schedule CSB-3 on page 1, Step 10 lists_EXCEPT VALLE VISTA PROPERTY OWNERS ASSOCIATION" & for the 3/4" meter it lists 915 customers. Approximately 809 of those are Valle Vista residents; there are not 915 PLUS 809 additional customers from Valle Vista. In the Staff Report, Utilities Division, ACC Application For Authority To Incur Long Term Debt dated January 7, 2016 on page 2 "SURCHARGE MECHANISM" reads that a 3/4" metered customer will pay \$2.02 as a surcharge rate. That is what the majority of Valle Vista residents have. In the third paragraph Staff states that "Valle Vista Customers on a 3/4" meter would be \$18.02". Valle Vista Property Owners Association does not have any water customers! They are TCWC customers! There have been some serious omissions and incorrect descriptions of "Valle Vista Customers". It is incredible that the Staff has mistaken the residents of Valle Vista as not only customers of TCWC, but customers of the Association as well. We can't be both and we do not buy water from VVPOA. Based on this mistaken identity, the ACC Staff has created an incorrect schedule for the Valle Vista residents. We should be paying the same approximate \$2.02 surcharge as other 3/4" metered customers. VVPOA has 5 meters which supply our park, pool, golf course and clubhouse with the largest user being our golf course. VVPOA agreed that 36.9 % of the cost of the ATF would be borne by VVPOA; this rate should not be applied to the residents who are on 3/4"meters. Please check the verbiage in all of the documents, as this mistake has been carried over from the Decision # 74835. The stated 6.2 percent of the cost is for the 4-6" meters that are used by the Association, NOT the residents of Valle Vista. If you refer to page 2 of the Schedule CSB-3 Step 13, the chart clearly shows the 5 meters that VVPOA has and Step 14 shows the appropriate rates for VVPOA, NOT Valle Vista residents. It is of great importance that this situation be brought to the attention of Staff and Commissioners immediately and corrected. There is no reason that Valle Vista residents should be penalized for something they are not using, and since we are 809 customers of the entire 955 TCWC customers this situation needs to be remedied immediately. Al Amezcua (as reported by TCWC staff) provided the first (albeit very premature) surcharge rate calculations to TCWC, using the misidentified information provided in the Staff Report and Decision #74835. Knowing that the loan had not even been signed, this rate was not only incorrect, it had not been approved by the ACC per your own documents and decisions. The last paragraph of the Surcharge Mechanism on page 2 of the Staff Report states" Once the Company (TCWC) has closed on the loan, it would submit an application in this docket requesting implementation of the surcharge. Staff would then calculate the appropriate surcharge and prepare and file a recommended order for Commission consideration". It is my understanding that the earliest that this would be considered is at their May 3 Open Meeting. That would mean that the surcharge should not even be

W-02168A-15-0369

**Arizona Corporation Commission
Utilities Complaint Form**

applied until June 2016!!!!!! Not March! I would appreciate hearing from Staff regarding this very important matter as quickly as possible. Thank you, Respectfully, Vicki Hoag

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/20/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/20/2016
Opinion Number: 2016 - 130204	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/20/2016 3:21 PM	

First Name: George	Last Name: Alvarez	Account Name: George Alvarez
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion**Docket Number:** W-02168A-15-0369**Docket Position:** Against

In regards to the Truxton Canyon Water Company proposed surcharge I am totally against a surcharge of any kind or amount seeing that in the 3 years of house/property ownership I have been supplied NOT water that was arsenic free or at least BELOW the government allowed levels BUT water unacceptable to not only drink but watering vegetables that we grow and eat and washing and cooking of same. I in addition have had to at my expense buy, install and change out every 6 months 8 cartridges a R&O system designed for the sole purpose of eliminating to an acceptable level ALL heavy metals including ARSENIC which Truxton Canyon Water Company had been supplying and charging as if it were safe drinking water. I again am against any surcharge that they want to impose on Valle Vista residents with their track record (6 yrs.+) of dragging their feet of doing what was supposed to be done all along, that being supplying us with clean, drinkable water that is NOT contaminated or harmful to us. George & Joliet Alvarez.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/20/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control. Closed			

W-02168A-15-0369

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/20/2016
Opinion Number: 2016 - 130206	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/20/2016 3:29 PM	

First Name: Dorothy	Last Name: Schmidt	Account Name: Dorothy Schmidt
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion

Docket Number: W-02168A-15-0369

Docket Position: Against

We, the residents of Valle Vista Subdivision, are being placed in a no win situation by the Corporation Commission. We are to be charged \$18.00 more per month by the Water company, serving out area. The majority of the people living in this subdivision are retired. Most are living a modest existence, on our retirement benefits. Why do we have to be expected to pay most of the tab for the water treatment expense. We believe the cost should be the same for all the water users. We are being hit from all sides. The increase on our water, the increased cost of electric and the dust caused by the two so-called farms near our homes. HELP!

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/20/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control. Closed			

W-02168A-15-0369

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/20/2016
Opinion Number: 2016 - 130209		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed		Closed Date: 4/20/2016 4:26 PM

First Name: James	Last Name: Hubbard	Account Name: James Hubbard
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion

Docket Number: W-02168A-15-0369	Docket Position: Against
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I see no reason for the public to pay for a companies problems. I was told I take care of from the meter on and the company took care from the meter back. Don't make me pay for something that should have been taken care of years ago.

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/20/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

W-02168A-15-0369

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/21/2016
Opinion Number: 2016 - 130212	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/21/2016 8:01 AM	

First Name: Linda	Last Name: Lara	Account Name: Linda Lara
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Home: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion

Docket Number: W-02168A-15-0369

Docket Position: Against

The docket description is "In the matter of the application of Truxton Canyon Water Company to incur long term debt: I approve of our area getting water filtration system to rid us of Arsenic in our water. However, due to the fact the Truxton Canyon Water Company has been supplying us with inferior water for years, while we have been paying our water bills, I think they should shoulder the cost of paying back the loan without a surcharge to the customers."

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/21/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 4/21/2016
Opinion Number: 2016 - 130213 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 4/21/2016 8:05 AM

First Name: Rhonda **Last Name:** Johnson **Account Name:** Rhonda Johnson
Address: <<< REDACTED >>>
City: Kingman **State:** AZ **Zip Code:** 86401
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc **Division:** Water

Nature Of Opinion**Docket Number:** W-02168A-15-0369**Docket Position:** Against

I have been a resident of Valle Vista for 12.5 years. Tuxton Canyon Water Co. has been told repeatedly to maintain the wells, pumps and storage tanks. They never have. They have, instead, operated by the fix or repair daily code of ethics. The water pressure fluxuates wildly and combined with the heavy mineral content in the water that is extremely hard on appliances. I've had 2 washing machines in the time I've lived here, 3 if you count the one I moved in with. Their customer service is lacking any modicum of civility, especially if there's a break in a pipe somewhere. I've always been treated like it was my fault somehow. Now, to put money in the hands of these people is just crazy! They certainly haven't been judicious in running this business. Now, for us to pay for their lack of proper maintainence and sufficient buisness sense is preposterous.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/21/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

W-02168A-15-0369

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/21/2016
Opinion Number: 2016 - 130214	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/21/2016 8:08 AM	

First Name: JULIA	Last Name: RETZLAFF	Account Name: JULIA RETZLAFF
Address: <<< REDACTED >>>		
City: KINGMAN	State: AZ	Zip Code: 86401
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion

Docket Number: W-02168A-15-0369

Docket Position: Against

I don't feel we should have to pay a surcharge for a repair that should have been fixed years ago instead of allowing this to go on. If we are charged a surcharge it should not be any more than about \$2.00 a month

Investigation			
Date:	Analyst:	Submitted By:	Type:
4/21/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			

W-02168A-15-0369

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 4/21/2016
Opinion Number: 2016 - 130216	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 4/21/2016 8:13 AM	

First Name: James	Last Name: Murawski	Account Name: James Murawski
Address: <<< REDACTED >>>		
City: Kingman	State: AZ	Zip Code: 86401
Cell: <<< REDACTED >>>	Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>

Company: Truxton Canyon Water Company, Inc	Division: Water
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Nature Of Opinion

Docket Number: W-02168A-15-0369

Docket Position: Against

My wife and I are retired on a fixed income with the additional issue with assisting our disabled daughter who lives with us. This additional charge, would put undo stress on our household. Is it not the water companies responsibility to fund this loan as they will benefit the most from its operation.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
4/21/2016	Jenny Gomez	Telephone	Investigation
Noted and filed for the record in Docket Control.			
